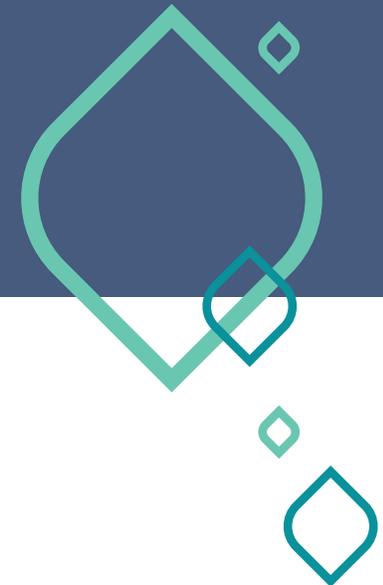


Iowa Hope and Opportunity in Many Environments (HOME)

Steering Committee Meeting

Tuesday March 26, 2024



Welcome!

Agenda for today

Concept paper overview

Needs assessment overview and discussion

System navigation overview and discussion

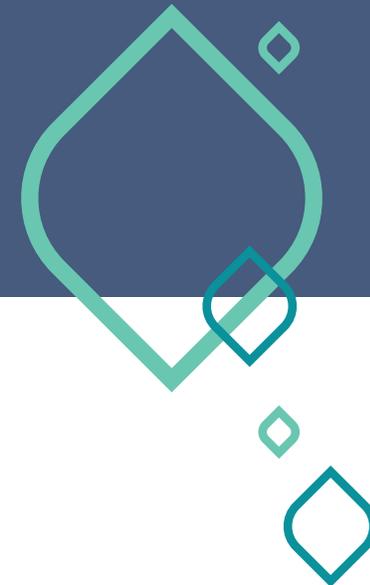
Next Steps



Concept Paper Overview

Concept paper

- **Describes proposed changes to home and community-based services (HCBS) waiver system and opportunities for feedback.**
 - Current HCBS waiver system and its challenges
 - Proposed HCBS waiver redesign
 - Updates and timeline on the transition
 - Next steps
 - Appendix: waiver services comparison, preliminary service packages
- **Open to public comment early April – early May**
 - Online feedback form
 - Member listening sessions



Needs Assessment Overview

Needs Assessment

- **Investigate the HCBS needs of three populations of concern and existing capacity to serve them in the least restrictive setting**
 1. Individuals with intellectual and developmental disabilities (IDD)
 2. Children and youth with serious emotional disturbance (SED)
 3. BIPOC (Black, Indigenous, and people of color) and LGBTQIA+ (lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more) populations.

Key components of Needs Assessment

- **Literature review:** Catalog of services, cross-state comparison and promising practices serving populations of concern.
- **Quantitative analysis:** Counts of individuals in populations of concern, service utilization, gaps that exist in between authorized services and use, and comparison with “peer” states.
- **Focus groups:** Qualitative focus groups to capture various perspectives on understanding current needs, challenges and strategies.
- **Provider survey:** Survey on provider capacity challenges, barriers to providing services, experience providing services to populations of concern, and key strategies for increasing capacity.

Focus Groups

- **To analyze HCBS needs and gaps, we want to speak with people directly involved. This includes focus groups with:**
 - Providers
 - Caregivers
 - Members who use services (18+)
 - Advocacy organizations
- **Within each of these categories, we will dive deeper into the 3 key populations of interest.**

Key areas of interest

Current situation

1. What type and amount of services and supports are needed to enable people with IDD, children and youth with SED, BIPOC, and LGBTQIA+ populations to have a meaningful choice to live and receive services in the most integrated setting?
2. What type and amount of services and supports are currently available for these specific populations with HCBS needs?

Gaps and Barriers

1. What gaps exist in the availability of services and supports in each region?
2. What barriers (a) do people face in accessing needed services and supports, and (b) do providers face in offering them?

Strategies

1. For each type of available or needed service, (a) what sources provide funding, and (b) how available is the funding?
2. What strategies might HHS use to address service gaps and ensure access to all necessary services and supports?

Interested?

- **Please reach out directly to us!**

- Email iowahcbs@mathematica-mpr.com to express interest or nominate someone
- **Subject:** Needs Assessment Focus Groups
- To help us place you in the most appropriate focus group, please identify if you are:
 - A provider, member who uses services, or caregiver in your email.
 - We are particularly interested in hearing from one or more of the 3 populations of interest, including individuals with I/DD, children with SED, or members of BIPOC/LGBTQIA populations.



Needs Assessment Discussion

Opportunity for feedback

In advance of this meeting, we sent an abridged discussion guide draft for providers, caregivers/members, and advocacy groups.

This document notes the types of questions we will ask and is not a full and final question guide. Some of the main things we want to think about are:

- Are these the right questions?
- What questions are missing?
- What questions are unnecessary or repetitive?
- What questions are not worded properly and should be changed to be more understandable?

We will split into two breakout rooms to solicit feedback:

- Caregivers and members who use services
- Providers and advocacy groups



System Navigation Overview

Purpose of informational material review

- **Understand Iowa's current Medicaid community-based services informational materials**
 - Find out what's working well
 - Identify opportunities to improve
- **Goal of improving informational materials**
 - Make it easier for Iowans to find out about Medicaid community-based services options
 - Make it easier for Iowans to get connected to needed benefits and programs
- **Future state vision: all Iowans, including consumers, providers, and case managers, have complete, clear, consistent, and easy-to-find information about Medicaid community-based services**
 - Especially as Iowa makes changes to improve the state's community-based services system through HOME

Background

- **Reviewing Iowa's current materials**

- Medicaid Managed Care Organizations & Fee-For-Service member welcome packets and handbooks
- HCBS-related Iowa HHS webpages and guidance documents
- HCBS waiver information packets

Over 50 materials!

Note: Current focus is on member-facing informational materials

- **Reviewing peer states' materials**

- HCBS program webpages and guidance documents

Over 60 quality examples from peer states!

What we've found: Iowa Materials

- **Iowa has many materials that provide information about Medicaid HCBS**

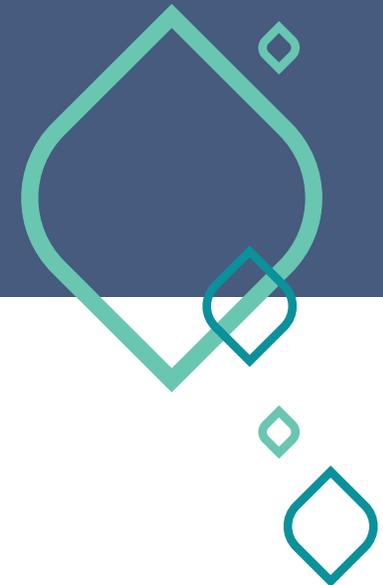
- Medicaid member handbooks
- HCBS waiver webpage
- HCBS program-specific webpages
- Waiver information packets
- Waiver comparison charts
- Brochures and referral flyers

- **Challenges with current materials**

- Website is hard to navigate
 - Many broken links
- Information for consumers and providers often combined
- Limited plain language informational resources
- Need for clear guidance on how to apply for benefits and get connected to services

What we've found: Peer State Materials

- **Communicating about HCBS is challenging!**
 - Jargon-filled materials and hard-to-navigate websites are common
- **Promising practices**
 - Website design:
 - separate pages for providers and members, with plain language information throughout member pages
 - Overview pages with general information and information to help members compare options
 - Specific webpages for each waiver
 - Easy to find information about how to apply and who to contact for assistance
 - Other informational materials:
 - Multiple levels of detail: one-page handouts, 3-4 page guides, 12-page member-focused waiver handbook
 - Clear descriptions of eligibility requirements
 - Clear descriptions of service options



Questions?



System Navigation Discussion

Breakout group discussions

For the next 20 minutes, we are going to split into two groups, consumers/caregivers and providers/advocates to hear your ideas for how to improve Iowa's HCBS informational materials.

Group discussion questions

Now I want to hear your thoughts on how Iowa could improve its HCBS informational materials.

1. What information is important to share with Iowans who are brand new to learning about HCBS?
2. What information is important for Iowans who are on a waitlist? What about those who are on a waiver?

A few topics to consider: What is a waiver? What services are covered? Who is eligible? How do I apply? What challenges or delays might come up?

Group discussion questions

Iowa's current HCBS webpages have information for members and providers mixed together. What do you think about making an HCBS webpage just for members, and another webpage just for providers?

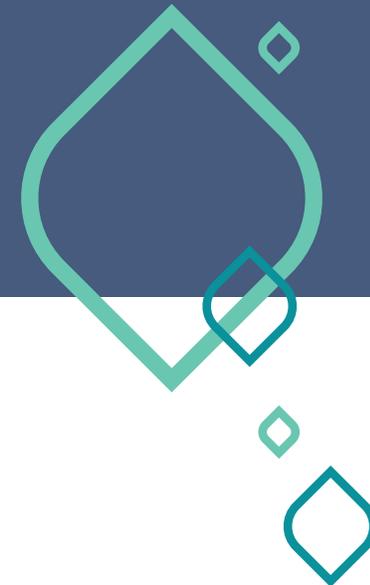
1. Are there other separate HCBS webpages that you think Iowa should have? Like specific pages for children and older adults, or specific pages for certain disability types like autism or brain injuries?

Any other informational materials on your wish-list that would make it easier for Iowans to find out about and get connected to Medicaid HCBS?

Group discussion questions

What terms or topics could Iowa do a better job explaining? Do you have any ideas for great ways to explain those tricky topics?

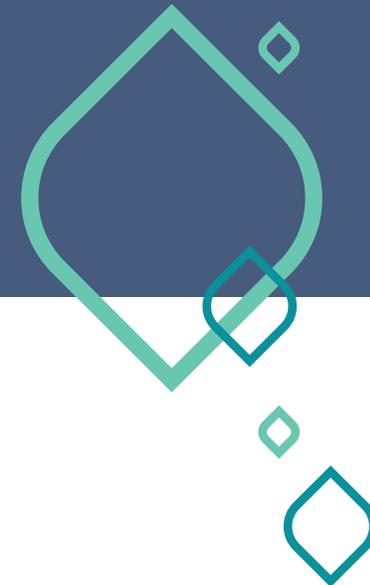
1. Community-based services (CBS)- A broad set of services that help Iowans who are aging, have disabilities, or have behavioral health needs to stay healthy and independent in their homes and communities. CBS can include both Medicaid-funded home and community-based services (HCBS) and services funded through Iowa's Mental Health and Disability Services (MHDS) system, the Department of Aging, and other state programs.
2. Home and community-based services (HCBS)- Medicaid programs that give Iowans more choices about how and where they receive services. HCBS are for people with disabilities and older Iowans who need services to help them stay in their homes and communities rather than moving to an institution. These services can include things like personal care assistance, therapy, and help with daily tasks.
3. Medicaid HCBS waivers- A Medicaid waiver does not have the same rules that normally apply to the Medicaid program. The Medicaid waiver program lets states cover more services, reduce costs, and improve care for people who would otherwise be in an institution, hospital, or nursing home. As a result, Medicaid members can make the choice to stay in their home, and caregivers can receive help with care services.
4. Serious Emotional Disturbance (SED)- Term for children younger than age 18 who have had a diagnosable mental, behavioral, or emotional disorder that has a major impact on how they act and engage at home, school, or in the community.



Next steps

Meeting cadence and materials

- **Is the group free to meet on Wednesday May 1 or Thursday May 2 at this same time?**
- **We will share agendas about a week in advance, slides usually the morning of the meeting**
- **We will send the February meeting summary in about one week**



Other questions?